

User Unable to Log into SQL Query Analyzer After Upgrading from Cisco CallManager 3.x to 4.x

Document ID: 48742

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Introduction

In order to make administration of Cisco CallManager 4.0 easier, authentication has changed from 'SQL Server and Windows' to a 'Windows Only' authentication. In the past, a separate account and password was required in order to access the SQL database on the Cisco CallManager server after the initial Windows logon to the server. In Cisco CallManager 4.0, you only need to logon to Windows in order to gain access to the SQL database. This was done so users would not have to remember their SQL Server system administrator (SA) passwords after their initial install. For additional information refer to the Cisco CallManager Installation Documentation.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco CallManager 3.x upgrade to Cisco CallManager 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

After Cisco CallManager is upgraded from 3.3.x to 4.0.1, a user is unable to log into the SQL query analyzer using the SA account and password.

Solution

Log into the SQL query analyzer using Windows authentication only, do not use your old SA username and password.

There are two types of authentication for SQL:

- **Windows Only**

If the SQL server is configured for Windows Only authentication, you cannot use SA. You have to use the Administrator or any other Windows user in order to login.

- **SQL Server and Windows**

If the SQL is configured for SQL Server and Windows, then you can use either the SA user or the Windows administrator to login. Prior to Cisco CallManager 4.0, this authentication was set to 'SQL Server and Windows'. With Cisco CallManager 4.0, this is set to 'Windows authentication only'. This behavior has changed in Cisco CallManager 4.0 for ease of administration. and to avoid the need for customers to remember their SA passwords.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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Updated: Feb 03, 2006

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